

# **Kentucky Cabinet for Health and Family Services**

## **Medicaid Waiver Management Application Updates – Fall 2020**

### **Frequently Asked Questions**



**Last Updated: 10/9/20**

## Kentucky MWMA Updates – Fall 2020 FAQ

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## Kentucky MWMA Updates – Fall 2020 FAQ

### Document Background

Beginning October 3, 2020 DMS expanded access to the [Medicaid Waiver Management Application \(MWMA\)](#) to all provider agency staff delivering services directly to 1915(c) Home and Community Based Services (HCBS) waiver participants.

#### Use of MWMA for Service Notes

Provider agencies can now use MWMA to complete service notes. Service note requirements vary by waiver and the service provided. These requirements are outlined in each waiver-related [Kentucky Administrative Regulation \(KAR\)](#) and provider policy letters. While DMS encourages provider agencies to begin using MWMA for service notes, it is not required at this time.

#### Use of MWMA for Incident Reporting

Provider and case management agencies can begin using MWMA report incidents beginning October 3, 2020. **All incidents must be reported using MWMA beginning December 1, 2020.** DMS issued [a provider letter](#) explaining this deadline on September 11, 2020.

#### Frequently Asked Questions

The Department for Medicaid Services (DMS), on behalf of the Cabinet for Health and Family Services (CHFS), is publishing this Frequently Asked Questions (FAQs) document to help answer provider questions about service notes and incident reporting in MWMA. These questions were collected from inquiries made during the MWMA direct service provider (DSP) and case management training sessions held in September 2020. DMS has modified some questions from the originally submitted language to be as clear as possible and not share case-specific details.

DSP and case management training materials for MWMA are available in [TRIS](#) at <https://tris.eku.edu/MWMA/default.aspx>. If you need access to TRIS, please email [MedicaidPartnerPortal.Info@ky.gov](mailto:MedicaidPartnerPortal.Info@ky.gov) with the following information:

- First and Last Name
- Email Address
- Phone Number
- Role
- Provider Agency

Recordings of MWMA trainings and training micro videos are available at <https://bit.ly/mwmatrainingvideos>.

#### FAQ Key

Questions have been grouped and are listed by topic in the “Contents” section above. Clicking on the question will take you to the answer.

Each question lists the “Date Added” or “Revised.” “Date Added” means the question is new to the FAQ. “Revised” means the response has been updated since the last release of the FAQ.

To further assist readers, DMS has color-coded new and revised questions. The date for each new question is highlighted **yellow**. The date for each revised question is highlighted **green**.

#### Additional Questions

DMS is working to update this document as more questions are received. If you submitted a question recently, it may be included in a future update.

## Kentucky MWMA Updates – Fall 2020 FAQ

If you have technical issues with MWMA or need assistance with onboarding or navigating the system, please contact the MWMA Technical Contact Center at (844) 784-5614 and choose option #1.

If you have questions about use of MWMA as it relates to waiver policy, please contact the 1915(c) Waiver Help Desk at [1915cWaiverHelpDesk@ky.gov](mailto:1915cWaiverHelpDesk@ky.gov) or (844) 784-5614 and choose option #4 (for case managers/support brokers/service advisors) or #5 (for direct service provider agencies).

Complete information on about Kentucky's 1915(c) HCBS waivers is available at <https://bit.ly/kyhcbswaiverinfo>.

## Kentucky MWMA Updates – Fall 2020 FAQ

### General MWMA Questions

Q1: Are there new regulations requiring use of MWMA?

Date Added: 10/9/20

No, the use of MWMA is required in current waiver-related KARs available at <http://bit.ly/kywaiverregs>.

Q2: Will MWMA become the provider agency's new system of record?

Date Added: 10/9/20

DMS is delaying the requirement for provider agencies to keep service notes in MWMA. Incidents still need to be entered in MWMA **beginning December 1, 2020**. The information is detailed in a letter sent to all 1915(c) HCBS waiver providers on September 11. The letter is available at <https://bit.ly/mwmaupdates20>.

Q3: What is the benefit of completing or uploading service notes in MWMA?

Date Added: 10/9/20

For provider agencies, using MWMA to enter or upload service notes eliminates the need to keep paper documentation and reduces the work involved in preparing for audits by DMS, the Department for Behavioral Health, Developmental, and Intellectual Disabilities, or the Department for Aging and Independent Living. This is because the waiver operating agencies can view documentations using MWMA rather than asking provider agencies to print and provide copies. Additionally, case managers/support brokers/service advisors can view service notes as needed for their required documentation.

Q4: Is billing submitted using MWMA?

Date Added: 10/9/20

No, billing is not submitted using MWMA.

Q5: Does entering service notes in MWMA replace the need for provider agencies to bill directly for services?

Date Added: 10/9/20

No. Provider agencies should continue to bill for rendered services the same as they do today.

Q6: Will MWMA be used for billing audits?

Date Added: 10/9/20

If a provider agency uses MWMA to keep service notes it allows DMS, DAIL and/or DBHDID to more easily obtain information needed for audits. If the provider agency does not keep service notes in MWMA, it will need to continue working with DMS, DAIL, or DBHDID to provide all necessary documentation for audits.

## Kentucky MWMA Updates – Fall 2020 FAQ

Q7: How does the expansion of MWMA access to DSPs affect memorandums of understanding (MOU) between provider agencies and case management agencies?

Date Added: 10/9/20

It is up to provider agencies and case management agencies to work together and determine if MOUs need to be amended due to the expansion of MWMA access to DSPs.

Q8: Does MWMA integrate with EVV systems to capture service notes for EVV-affected services?

Date Added: 10/9/20

No, not at this time. DMS is evaluating the possibility of integrating MWMA, EVV or other electronic health record systems in a future phase of MWMA updates.

Q9: Who should MWMA users contact with questions?

Date Added: 10/9/20

If you have technical issues with MWMA or need assistance with onboarding or navigating the system, please contact the MWMA Technical Contact Center at (844) 784-5614 and choose option #1.

If you have questions about use of MWMA as it relates to waiver policy, please contact the 1915(c) Waiver Help Desk at [1915cWaiverHelpDesk@ky.gov](mailto:1915cWaiverHelpDesk@ky.gov) or (844) 784-5614 and choose option #4 (for case managers/support brokers/service advisors) or #5 (for direct service provider agencies).

## MWMA Navigation, Access, and Document Management

Q10: When entering a waiver participant's MAID number into MWMA, do the zeros at the beginning of the number need to be included?

Date Added: 10/9/20

Yes, the entire number needs to be entered including the zeros at the beginning.

Q11: How would an MWMA user know the waiver case number?

Date Added: 10/9/20

Using the waiver case number to identify a participant is optional. Users can also identify a participant using their Medicaid ID number, individual ID, social security number, or their first and last name.

Q12: What queues do DSPs have access to?

Date Added: 10/9/20

DSPs will have access to the "Provider" queue. DSP supervisors will have access to the "Provider Supervisor" queue. Users can view the tasks assigned to them under their "My Task" list.

## Kentucky MWMA Updates – Fall 2020 FAQ

Q13: If a waiver participant receives the same service from two different provider agencies, are DSPs at both provider agencies able to see all service notes for that particular service?

Date Added: 10/9/20

No, DSPs can only see service notes created by their provider agency.

Q14: Where will individuals with a DSP supervisor role in MWMA see tasks?

Date Added: 10/9/20

New tasks will be listed on the DSP queue. DSP supervisors can find these tasks by selecting “Provider Supervisor” from the “Select Queue” dropdown menu. Any MWMA user at the provider agency with a DSP supervisor role will be able to see these tasks.

Q15: Can provider agencies pull the plan of care (POC) from MWMA rather than having the case manager/support broker/service advisor send it to them?

Date Added: 10/9/20

Yes, provider agencies will be able to access plans of care for participants they have a prior authorization (PA) to deliver services to.

Q16: Can copies of the participant’s POC be printed from MWMA?

Date Added: 10/9/20

Yes, provider agencies are able to view and print copies of the POC from the “plan of care main menu” screen in MWMA.

Q17: Can DSPs see records of a participant’s past appointments, such as yearly physicals, in MWMA?

Date Added: 10/9/20

DSPs have access to all documents uploaded for a participant, starting from the first document uploaded into MWMA for the participant until the end of the last LOC year in which the DSP’s provider agency had an prior authorized service for the participant even if it only for one day during the LOC year.

Q18: Can DSPs access a waiver participant’s crisis plan?

Date Added: 10/9/20

Yes. The crisis plan can be added to the “Accompanying Data and Documentation” section, which DSPs can access.

## Kentucky MWMA Updates – Fall 2020 FAQ

Q19: Can DSPs see all goals or just those related to the service they provide?

Date Added: 10/9/20

DSPs can see all goals and objectives, along with all services the participant is receiving.

Q20: Will provider agencies still have access to records in MWMA for participants who switch to another agency?

Date Added: 10/9/20

If provider agency received a PA for the participant, the provider agency will have access to the participant's data using "Quick Search" via either "Search Individual" or "Search Previously Associated Individual," "depending on the participant's plan status. If the service is voided, the provider agency will lose access to the participant.

Q21: Are PAs still viewable on MMIS?

Date Added: 10/9/20

PAs are viewable in MMIS and MWMA, however, MWMA generates a more user friendly version. PAs can be viewed in MWMA using the service details screen or by generating a PA letter.

If a provider wants to view PA information, they will need to use PA inquiry, Instructions for using PA inquiry are available for <https://chfs.ky.gov/agencies/dms/dca/Documents/painquiryinstructions.pdf>.

Q22: Do provider agencies have access to all of a participant's PA letters?

Date Added: 10/9/20

When provider agencies generate a PA letter for a participant, it shows all services the participant receives.

Q23: Can providers download copies of PAs from MWMA?

Date Added: 10/9/20

Yes, PAs generate a PDF document that can be saved electronically or printed.

Q24: Can provider agencies opt in or opt out of receiving hard copies of PA letters?

Date Added: 10/9/20

DSP supervisors have the option to opt in or out of hard copies of PA letters using the "PA Letter Mailing Preference" link under "Quick Links" on the MWMA dashboard. DSPs are automatically opted out of receiving a hard copy of PAs. Case managers/support brokers/service advisors will no longer receive hard copies of PA letters if the only service they provide on the participant's POC is case management.

## Kentucky MWMA Updates – Fall 2020 FAQ

Q25: Will the provider agency be notified when a PA is added or modified?

Date Added: 10/9/20

Yes. Provider agencies will receive a notification in their message center about PAs for services provided by their agency. They will not receive a notification about PAs for services provided by other provider agencies. Provider agencies will also receive notifications about program closures.

Q26: Can the LOC letter be printed?

Date Added: 10/9/20

No. DSPs cannot see the participant's LOC letter.

Q27: Can the POC or other documents be downloaded as a PDF?

Date Added: 10/9/20

Yes. All documents open as a PDF, which can be saved electronically or printed.

Q28: Can assessment tool information, such as the MAP-351, be printed from MWMA?

Date Added: 10/9/20

Yes, this information can be viewed and printed using MWMA.

Q29: Can case managers/support brokers/service advisors see all the service notes a provider agency enters for a waiver participant?

Date Added: 10/9/20

Yes, case managers/support brokers/service advisors are able to see all the service notes entered for a waiver participant.

Q30: Will the following documents currently required to be in a Supports for Community Living (SCL) participant's record be available for viewing in MWMA: the life story, participant summary, SIS assessment, and individual narrative, etc?

Date Added: 10/9/20

Yes. All documents uploaded using the "view documents" screen will be viewable in MWMA.

Q31: Where should a provider agency upload participant documents? Examples of documents include consent forms or reports from annual physical exams.

Date Added: 10/9/20

Provider agencies should upload documents under the "view documents" section. This allows all individuals with access to a waiver participant's case to view the documents.

## Kentucky MWMA Updates – Fall 2020 FAQ

Q32: If a provider agency changes provider numbers, will the new agency's staff still have access to participants served under the old provider number?

Date Added: 10/9/20

If a provider number changes and you do not remove access from staff for that provider number, the agency and staff will still have access.

Q33: Can MWMA be accessed from an iPad or tablet?

Date Added: 10/9/20

MWMA can be accessed from an iPad or tablet, however, it is most user friendly when accessed using a desktop or laptop computer.

Q34: Will in-progress waiver applications still be accessible on MWMA?

Date Added: 10/9/20

Yes, the ability to enter service notes and report incidents using MWMA are additional functionalities and should not change the functionalities users have access to today.

### User Training

Q35: Will MWMA training attendees have access to the slides presented during the training modules?

Date Added: 10/9/20

Yes, the presentation slides have been emailed to training attendees and are posted in TRIS at <https://tris.eku.edu/MWMA/default.aspx>. If you need access to TRIS, email the following information to [MedicaidPartnerPortal.Info@ky.gov](mailto:MedicaidPartnerPortal.Info@ky.gov):

- First and Last Name
- Email Address
- Phone Number
- Role
- Provider Agency

Q36: Are there videos to explain how to use MWMA for service notes and incident reporting similar to those used in the training sessions?

Date Added: 10/9/20

Yes. The videos were emailed to training attendees and are available at <https://bit.ly/mwmatrainingvideos>.



## Kentucky MWMA Updates – Fall 2020 FAQ

Q37: Are there any user guides or quick reference guides (QRG) for MWMA users as they learn these updates?

Date Added: 10/9/20

Yes. User guides and QRGs are available in TRIS at <https://tris.eku.edu/MWMA/default.aspx>. If you need access to TRIS, email [MedicaidPartnerPortal.info@ky.gov](mailto:MedicaidPartnerPortal.info@ky.gov) with the following information:

- First and Last Name
- Email Address
- Phone Number
- Role
- Provider Agency

Q38: Do attendees receive a certificate or documentation for completing MWMA trainings or do they need to complete their own employee training report?

Date Added: 10/9/20

DMS is not providing documentation that MWMA was completed and it is up to provider agencies to determine if they wish to keep documentation of employee completion of training.

Q39: Does the MWMA training replace state-required incident reporting and crisis training?

Date Added: 10/9/20

No, the MWMA training does not replace crisis prevention training as required by DBHDID.

## User Onboarding

Q40: Why does a DSP need access to MWMA?

Date Added: 10/9/20

DSPs are receiving access to MWMA to view details about the waiver participants they serve, such as the participant's POC, goals and objectives, or PAs. DSPs also need access to MWMA to report any incidents they witness or discover involving waiver participants and can use MWMA to document service notes electronically.

Q41: Do all provider agencies who provide 1915(c) HCBS waiver services need access to MWMA, such as behavior analysts or counselors?

Date Added: 10/9/20

Any provider agency who delivers services to participants in 1915(c) HCBS waivers need access to MWMA for viewing of the POC, PAs and submitting incidents. Provider agencies have the option of submitting service notes in MWMA at this time but is not required.

## Kentucky MWMA Updates – Fall 2020 FAQ

Q42: What functions do DSPs have access to in MWMA?

Date Added: 10/9/20

DSPs have access to POC information, level of care information, service notes, and incident reporting modules.

Q43: Why do DSPs need access to a participant's goals and objectives?

Date Added: 10/9/20

When a DSP is providing a service, they should be working with the participant on goals and objectives related to that specific service. Having access to MWMA allows DSPs to review the participant's POC and better understand the goals and objectives they are trying to meet.

Q44: How do DSPs obtain access to MWMA?

Date Added: 10/9/20

Each provider agency should have identified at least one org admin. The org admin is responsible to add the DSPs at their provider agency to MWMA. If a provider agency needs to add or change org admin, contact the MWMA Technical Contact Center at (844) 784-5614, option #1.

Q45: How can a provider agency add org admins?

Date Added: 10/9/20

If a provider agency needs to add or change org admin, contact the MWMA Technical Contact Center at (844) 784-5614, option #1.

Q46: How do org admins request access for agency staff?

Date Added: 10/9/20

There is a quick reference guide on adding agency staff to MWMA. QRGs are available in TRIS at <https://tris.eku.edu/MWMA/default.aspx>. If you need access to TRIS, email [MedicaidPartnerPortal.info@ky.gov](mailto:MedicaidPartnerPortal.info@ky.gov) with the following information:

- First and Last Name
- Email Address
- Phone Number
- Role
- Provider Agency

## Kentucky MWMA Updates – Fall 2020 FAQ

Q47: If an individual is an org admin for two different provider agencies, will they need to set up a KOG account for each provider agency?

Date Added: 10/9/20

No. Individuals who act as an org admin for multiple provider agencies will see these agencies listed when they log in. They will need to make sure they choose the correct agency when managing staff access.

Q48: Can an MWMA user have multiple roles?

Date Added: 10/9/20

Yes, the org admin can assign multiple roles to an agency employee. For example, an individual might be a case manager/support broker/service advisor and a DSP or an org admin might also be a DSP supervisor. The only exception is a provider agency employee cannot have both a DSP and DSP supervisor role.

If a user has multiple roles, MWMA will ask the user which role they want to use when they log in.

Q49: Can a case manager/support broker/service advisor also be a DSP supervisor in MWMA?

Date Added: 10/9/20

Yes, the system allows an individual to have multiple roles. The provider agency's org admin is responsible to assign roles. It is important to note in instances where a case management agency also provides direct services conflict-free case management must be followed. Conflict-free case management, as stipulated in the Affordable Care Act and Federal Final Rule CMS 2249F, requires that a provider, including any subsidiary, partnership, not-for-profit, or for-profit business entity that has a business interest in the provider, who renders case management to a participant must not also provide another waiver service to that same participant, unless the servicing provider and case manager are the only willing and qualified providers in the geographical area (30 miles from the participant's residence). When one entity is responsible for providing case management and service delivery, the Department will require that appropriate safeguards and firewalls must exist to mitigate risk of potential conflict. DMS must approve any conflicted case management services provided to a waiver participant.

Q50: How do is a provider agency employee designated as a DSP supervisor?

Date Added: 10/9/20

The provider agency's org admin identifies each agency employee's role when adding them to MWMA.

Q51: How many individuals with a DSP supervisor role can an agency enroll in MWMA?

Date Added: 10/9/20

There is no limit the number of individuals with a DSP supervisor role that an agency can enroll in MWMA.

## Kentucky MWMA Updates – Fall 2020 FAQ

Q52: Can a provider agency limit which participant's data each DSP sees?

Date Added: 10/9/20

Individuals with DSP roles in MWMA have access to all participants the provider agency serves. DSPs should follow their agency's Health Insurance Portability and Accountability Act/privacy policies and training when handling participant data, just as they do today.

Q53: Since the requirement to enter service notes via MWMA is delayed, do provider agencies need to give DSPs access to MWMA at this time?

Date Added: 10/9/20

While the requirement to enter service notes via MWMA is delayed, DMS is still requiring that incident reports be entered via MWMA **beginning December 1, 2020**. Provider agencies should keep this deadline in mind as they determine when and how to onboard, train, and have DSPs begin using MWMA.

Q54: Do PDS employees have access to MWMA?

Date Added: 10/9/20

No, the expansion of MWMA access does not include PDS employees.

### Service Notes – Policy

Q55: What is a service note and what information should it capture? Which services are required to have service notes entered in MWMA?

Date Added: 10/9/20

Service notes requirements vary by waiver and type of service being provided. Please check the applicable KAR found at <http://bit.ly/kywaiverregs> or current policy guidance letters available at <http://bit.ly/kydmsproviderletters> to verify the service notes requirements for the waiver(s) your provider agency serves and service(s) provided.

Q56: Are DSPs required to submit service notes daily or can service notes be uploaded later by office staff?

Date Added: 10/9/20

It is up to each agency to determine its process for entering service notes in MWMA as long as the service notes meet the waiver policy and/or regulatory requirements. These requirements vary by waiver and type of service being provided. Please check the applicable KAR found at <http://bit.ly/kywaiverregs> or current policy guidance letters available at <http://bit.ly/kydmsproviderletters> to verify the service notes requirements for the waiver(s) your provider agency serves and service(s) provided.

## Kentucky MWMA Updates – Fall 2020 FAQ

Q57: Does the service note replace the case management note?

Date Added: 10/9/20

No, service notes requirements defined in waiver-related KARs are not changing. Service notes requirements vary by waiver and type of service being provided. Please check the applicable KARs found at <http://bit.ly/kywaiverregs> or current policy guidance letters available at <http://bit.ly/kydmsproviderletters> to verify the service notes requirements for the waiver(s) your provider agency serves and service(s) provided.

Q58: If a provider agency completes service documentation in an EHR, does it need to be re-entered in MWMA?

Date Added: 10/9/20

No. DMS is delaying the requirement for provider agencies to keep service notes in MWMA. **Incidents still need to be entered in MWMA beginning December 1, 2020.** The information is detailed in a letter sent to all 1915(c) HCBS waiver providers on September 11, 2020. The letter is available at <https://bit.ly/mwmaupdates20>.

It is important to note entering service notes in MWMA meets regulatory requirements and allows DMS, DAIL, and DBHDID access to service notes needed for auditing.

Q59: Does DMS plan to have MWMA integrate with provider agency's electronic medical record systems in the future?

Date Added: 10/9/20

DMS has heard from a number of providers concerned about the work involved in keeping service notes in electronic health records (EHR) systems, in MWMA, and through EVV. DMS is delaying the requirement for provider agencies to keep service notes in MWMA. **Incidents still need to be entered in MWMA beginning December 1, 2020.** The information is detailed in a letter sent to all 1915(c) HCBS waiver providers on September 11, 2020. The letter is available at <https://bit.ly/mwmaupdates20>. DMS is evaluating the possibility of integrating MWMA with EHRs in a future phase of updates.

Q60: When does DMS plan to mandate service notes be entered into MWMA?

Date Added: 10/9/20

To ease the burden on providers as they deal with the ongoing COVID-19 pandemic and prepare for the implementation of electronic visit verification (EVV), **the requirement to enter service notes in MWMA is being delayed.** The information is detailed in a letter sent to all 1915(c) HCBS waiver providers on September 11, 2020. The letter is available at <https://bit.ly/mwmaupdates20>.

## Kentucky MWMA Updates – Fall 2020 FAQ

Q61: Can a provider agency start using MWMA for service notes now even though it is not required yet?

Date Added: 10/9/20

Yes, while provider agencies are not required to use MWMA for service notes at this time they may use it for service notes if they choose.

Q62: Once a provider agency begins using MWMA, does it need to keep participant POCs stored in an internal system?

Date Added: 10/9/20

No. Provider agencies can use MWMA to view POCs and print copies as needed.

Q63: Do service notes need to be completed prior to billing services?

Date Added: 10/9/20

Yes. A claim is completed when the requirements in the KARs are complete. Per 907 KAR 1:672 "Provider enrollment, disclosure, and documentation for Medicaid participation" Medicaid providers are required to "provide true, accurate, and complete information in relation to any claim for payment."

Q64: If a provider works a longer shift, for example 8-12 hours, do they need to enter a service note for each activity?

Date Added: 10/9/20

Service notes should be split up based on the services provided, not necessarily the activities done during the service. The service notes require the user to enter the date and time for the specific service provided.

Q65: Provider letter #A-49 states adult day training (ADT) providers must provide a monthly summary. Does the requirement to enter service notes via MWMA change this?

Date Added: 10/9/20

No, ADT providers should continue to enter service notes as outlined in [provider letter #A-49](#).

Q66: If an ADT is currently closed due to COVID-19, is the agency still required to enter monthly summaries in MWMA while not providing services?

Date Added: 10/9/20

No, ADTs are not required to complete a monthly summary if they are not providing services. If an ADT continues to provide services remotely, the monthly summary should be completed.

## Kentucky MWMA Updates – Fall 2020 FAQ

Q67: Can family home (FHP) and adult foster care (AFC) providers use MWMA for the in and out logs?

Date Added: 10/9/20

No. FHPs and AFCs are not Medicaid-enrolled providers and do not have access to MWMA. The Medicaid-enrolled residential provider can upload the in and out logs on the FHP or AFC's behalf, however, the log must be specific to the participant for whom it is being uploaded and not include information for multiple participants.

Q68: Can provider agencies add the in and out logs to MWMA when they complete their monthly summary note?

Date Added: 10/9/20

If a provider agency is required to keep in and out logs with monthly service notes, the in and out log can be added when the service notes are completed in MWMA. The log must be specific to the participant for whom it is being uploaded and not include information for multiple participants.

Q69: For EVV-affected services, will entering service notes via EVV satisfy service notes requirements?

Date Added: 10/9/20

Yes. To ease the burden on providers as they deal with the ongoing COVID-19 pandemic and prepare for the implementation of electronic visit verification (EVV), **the requirement to enter service notes in MWMA is being delayed**. DMS notified providers of this delay in a letter sent on September 11, 2020. The letter is available at <https://bit.ly/mwmaupdates20>.

## Service Notes Module Functionalities

Q70: Can service notes be scanned and uploaded or do they have to be entered directly into MWMA?

Date Added: 10/9/20

Service notes can be entered directly into MWMA or scanned and uploaded as long as the required fields in MWMA service notes module are completed before upload. The required fields are denoted by a red asterisk (\*) on the screen and include: note status, plan, service, service provider, note type, service date, service time, and service note detail.

Written and uploaded service notes must adhere service notes requirements as defined in KARs and/or current policy letters. These requirements vary by waiver and type of service being provided. Please check the applicable KAR found at <http://bit.ly/kywaiverregs> or current policy guidance letters available at <http://bit.ly/kydmsproviderletters> to verify the service notes requirements for the waiver(s) your provider agency serves and service(s) provided.

## Kentucky MWMA Updates – Fall 2020 FAQ

Q71: Can DSPs wait to submit service notes until the DSP supervisor reviews them?

Date Added: 10/9/20

It is up to each provider agency to determine the process for entering service notes in MWMA. The system allows service notes to be save and edited before they are submitted, so a provider agency could have DSP supervisor review service notes before submission if it chose.\

Q72: Can a service note be edited?

Date Added: 10/9/20

Yes, DSPs and DSP supervisors can edit a service note **before** it is submitted. Once a service note is submitted, it cannot be edited.

Q73: Can a service note be deleted?

Date Added: 10/9/20

Once submitted, a service note cannot be deleted. If a provider agency needs to delete a submitted service note, please contact the 1915(c) Waiver Help Desk at (844) 784-5614 or [1915cWaiverHelpDesk@ky.gov](mailto:1915cWaiverHelpDesk@ky.gov).

Q74: Who can see service notes once they are submitted?

Date Added: 10/9/20

Provider agency staff with access to MWMA, case managers/support brokers/service advisors, and case management agency staff can see service notes for the participants they are associated with. DMS staff can also see service notes entered into MWMA.

Q75: Can service notes be signed electronically?

Date Added: 10/9/20

Service notes do not need to be signed electronically. The service note is tied to the log in of the individual who entered the service note. If service notes are uploaded on behalf of the individual who provided the service, the note should include their signature. All service notes should contain the information outlined in the regulations.

Q76: When entering service notes in MWMA, do the participant's goals and objectives pre-populate from the POC?

Date Added: 10/9/20

No, the participant's goals and objectives will not pre-populate. Goals and objectives are available by viewing the participant's POC.



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Q77: If a provider agency uploads service notes to MWMA and a correction is made to the physical copy, can the corrected note be uploaded too?

Date Added: 10/9/20

Yes, the corrected note can be uploaded.

Q78: What kind of document should be uploaded with a service note?

Date Added: 10/9/20

MWMA users can upload any document they believe is relevant to the service provided.

Q79: Can DSPs enter service notes about medical appointments in MWMA?

Date Added: 10/9/20

Yes, service notes about medical appointments can be uploaded or entered directly into MWMA.

Q80: If a case management agency also provides direct services, will case managers/support brokers/service advisors be able to see the service notes entered by the agency's DSPs?

Date Added: 10/9/20

No, the individual who witnesses or discovers the incident is responsible to report it. This includes the DSP, the DSP Supervisor, the case manager, or the support broker/service advisor.

Q81: If a case management agency also provides direct services, will case managers/support brokers/service advisors be able to see the service notes entered by the agency's DSPs?

Date Added: 10/9/20

Yes. It is important to note in instances where a case management agency also provides direct services conflict-free case management must be followed. Conflict-free case management, as stipulated in the Affordable Care Act and Federal Final Rule CMS 2249F, requires that a provider, including any subsidiary, partnership, not-for-profit, or for-profit business entity that has a business interest in the provider, who renders case management to a participant must not also provide another waiver service to that same participant, unless the servicing provider and case manager are the only willing and qualified providers in the geographical area (30 miles from the participant's residence). When one entity is responsible for providing case management and service delivery, the Department will require that appropriate safeguards and firewalls must exist to mitigate risk of potential conflict. DMS must approve any conflicted case management services provided to a waiver participant.

## Kentucky MWMA Updates – Fall 2020 FAQ

### Incident Reporting – Policy

Q82: Who should submit incident reports using MWMA?

Date Added: 10/9/20

Any provider agency or case manager/support broker/service advisor delivering services to a 1915(c) HCBS waiver participant.

Q83: Which incidents are entered using MWMA, critical or non-critical?

Date Added: 10/9/20

All incidents, critical and non-critical, should be entered and reported using MWMA.

Q84: Which incidents are considered non-critical? Which incidents are considered critical?

Date Added: 10/9/20

While the method of reporting incidents is changing, the types of incidents required to be reported are not. Incident types and definitions are available in the Incident Reporting Instructional Guide at <https://chfs.ky.gov/agencies/dms/dca/Documents/irinstructionalguide.pdf>.

Q85: If a participant is diagnosed with COVID-19, should an incident report be submitted?

Date Added: 10/9/20

Yes. The types of incidents that require reporting are not changing, only the method of reporting them. Information on reporting confirmed COVID-19 cases in waiver participants is available at <https://chfs.ky.gov/agencies/dms/ProviderLetters/1915cwaivercovid19reporting.pdf>.

Q86: When reporting an incident, should the current, paper incident reporting form(s) be completed and uploaded to MWMA or should the incident be entered directly into MWMA?

Date Added: 10/9/20

**Beginning no later than December 1, 2020**, all incidents should be entered directly into MWMA. Incident reports cannot be completed on paper and uploaded to MWMA.

Q87: Can incidents be reported using MWMA prior to December 1, 2020?

Date Added: 10/9/20

Yes, incidents can be reported using MWMA as early as October 3, 2020. **Incidents or occurring December 1, 2020 or after** must be reported using MWMA.

Q88: Why can't incident reports be filled out on paper and uploaded to MWMA?

Date Added: 10/9/20

DMS needs to be able to evaluate incident report data and identify trends or issues. Uploading

## Kentucky MWMA Updates – Fall 2020 FAQ

completed reports does not allow for this as data cannot be sorted or analyzed.

Q89: What is the deadline to use MWMA for incident reporting?

Date Added: 10/9/20

DMS encourages provider agencies to begin using MWMA to report incidents as soon as possible, however, incident reporting via MWMA is required no later than December 1, 2020 DMS alerted providers of this deadline in a letter sent on September 11, 2020. The letter is available at <https://bit.ly/mwmaupdates20>. Entering incidents via MWMA replaces the current incident reporting process.

Q90: Will provider agencies receive new incident report regulations?

Date Added: 10/9/20

No, waiver-related KARs are not changing. KARs already require the use of MWMA to report incidents. KARs can be viewed at <https://bit.ly/kywaiverregs>.

Q91: Will the incident reporting guide issued in September 2019 be updated to reflect the switch to reporting incidents electronically via MWMA?

Date Added: 10/9/20

Yes, DMS is updating the incident reporting guide and other materials released in September 2019 to reflect the switch to electronic incident reporting, however, it is important to note that no program regulations related to critical incidents are changing. Provider agencies are required to report the same incidents and critical incident categories in the same timeframes as they do today. The only change is that report will be done electronically using MWMA rather than on paper forms emailed to DMS, DBHDID or DAIL. Policy information regarding incident reporting is available in the Incident Reporting Instructional Guide available at <https://chfs.ky.gov/agencies/dms/dca/Documents/irinstructionalguide.pdf>.

Q92: How do planned MWMA outages affect submission of incident reports?

Date Added: 10/9/20

When submitting the incident, please make note the report was delayed due to a planned MWMA outage. DMS is notified of planned outages and can confirm when outages caused a delay in reporting via MWMA. DMS expects notifications made outside MWMA, such as notifying guardians, to be made within the required timeframe.

Q93: Can DSPs who witness or discover an incident report it to a designated staff member within the provider agency who submits the incident in MWMA?

Date Added: 10/9/20

Yes, provider agencies can have designated staff members who receive incident reports and enter them into MWMA. Incidents should be reported accordingly depending on the person submitting the information. If the individual who is submitting the incident did not witness it, they should mark “no” and add the name of the individual who did witness the incident.

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Q94: In what timeframe should incident reports be entered into the system? For example, if an incident occurs over the weekend, can it be entered on Monday?

Date Added: 10/9/20

The timeframes in which an incident must be reported are not changing with the shift to incident reporting in MWMA. The timeframes are outlined in the Incident Reporting Instructional Guide available at <https://chfs.ky.gov/agencies/dms/dca/Documents/irinstructionalguide.pdf>.

Q95: Who is the “responsible provider”?

Date Added: 10/9/20

The responsible provider is the provider who was delivering services at the time the incident occurred.

Q96: Who is the “responsible provider” if the incident occurred when the participant wasn’t receiving services?

Date Added: 10/9/20

In this instance, the provider who discovers the incident is the “responsible provider.”

Q97: Is the Risk Mitigation and Investigation Report (RMIR) also completed in MWMA?

Date Added: 10/9/20

Yes, the RMIR should also be entered directly into MWMA. Providers should begin completing RMIRs directly in MWMA no later than December 1, 2020.

Q98: Is the RMIR only be completed for critical incidents?

Date Added: 10/9/20

No, the RMIR is completed for **all** incidents.

Q99: Why are RMIRs required for non-critical incidents?

Date Added: 10/9/20

Per the 1915(c) Technical Guidance, CMS encourages states to “develop strategies to reduce the risk and likelihood of the occurrence of similar incidents in the future.” RMIRs are an important part of a robust incident management system and are valuable to provider agencies, participants, and CHFS. The reports give provider agencies an opportunity to carefully consider what might have caused an incident and take steps to reduce the chance of a similar incident from happening again. Providing this information not only helps monitor the health and safety of waiver participants, but gives CHFS key information it must provide to CMS as part of the program guidance we must follow to continue

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offering 1915(c) HCBS waiver services. These efforts, in turn, improve the safety of waiver services for all participants served.

Q100: What is the timeline for completing RMIR?

Date Added: 10/9/20

For non-critical incidents, a RMIR needs to be completed within ten (10) calendar days. For critical incident, it needs to be completed within seven (7) calendar days.

Q101: Do case managers/support brokers/service advisors need to complete the RMIR?

Date Added: 10/9/20

If the case manager/support broker/service advisor submits the incident report, then they should complete the Risk Mitigation and Investigative Report. Case managers/support brokers/service advisors do not complete the RMIR for incidents initiated by DSPs. When a DSP submits the incident report, the RMIR should be completed by a DSP supervisor at the agency.

Q102: Who signs off on the RMIR?

Date Added: 10/9/20

Once a DSP supervisor completes a RMIR task, the case manager/support broker/service advisor receives a task to sign off on the completed report. If the case manager/support broker/service advisor does not agree with the report, they can submit a Case Manager Fact Finding Report.

Q103: What is the required timeframe for a case manager/support broker/service advisor to sign off on an incident that was completed by a direct service provider agency?

Date Added: 10/9/20

When case managers receive a task to sign off on the RMIR, case managers have seven (7) calendar days to complete the task. If the task is not completed within the timeframe, it will turn red to alert the case manager it's overdue.

Q104: Do case manager supervisors sign-off on the RMIR completed by a case manager/support broker/service advisor?

Date Added: 10/9/20

If the case manager/support broker/service advisor completed the initial incident report, they will also need to complete the RMIR. There is not process for the case manager supervisor to sign off on the report prior to submission.

## Kentucky MWMA Updates – Fall 2020 FAQ

Q105: When should the case manager/support broker/service advisor complete the Case Manager Fact Finding report?

Date Added: 10/9/20

When the case manager/support broker/service advisor disagrees with the findings of a provider agency's RMIR, they should complete a Case Manager Fact Finding report.

Q106: How long does a case manager/support broker/service advisor have to complete a Case Manager Fact Finding Report?

Date Added: 10/9/20

The case manager/support broker/service advisor has seven (7) calendar days to complete the Case Manager Fact Finding Report.

Q107: Do provider agencies have the ability to disagree with a case manager/support broker/service advisor's incident report and/or RMIR?

Date Added: 10/9/20

No, provider agencies do not have access to the case manager/support broker/service advisor's incident report or RMIR.

Q108: Is the case manager/support broker/service advisor expected to visit the provider agency where an incident happened when completing a Case Manager Fact Finding Report?

Date Added: 10/9/20

No, it is not required. Case managers may be able to call and conduct interviews to collect the information they need to complete their report. Case managers are encouraged to fill out as much of the report as possible. If you do not have all of the required information, please report that in your report notes.

Q109: How does the case manager/support broker/service advisor answer personnel related questions when completing an incident report if the provider agency does not share the information?

Date Added: 10/9/20

The case manager/support broker/service advisor should answer questions based on the knowledge they have and add notes as needed.

## Kentucky MWMA Updates – Fall 2020 FAQ

Q110: If a provider agency notifies a case manager/support broker/service advisor of an incident, is the case manager/support broker/service advisor considered to have “discovered” the incident and, therefore, must report it?

Date Added: 10/9/20

No, the provider agency who had the participant at the time of the incident should report it via MWMA. The case manager/support broker/service advisor will have to sign off after the RMIR is complete or complete a Case Manager Fact Finding report if they disagree with the provider agency findings.

Q111: Does a case manager/support broker/service advisor report incidents they did not witness?

Date Added: 10/9/20

Only if the incident occurred when the participant was with someone other than a waiver provider agency. If the participant was with a waiver provider agency, the agency should be the one to report the incident. The case manager/support broker/service advisor will have to sign off after the RMIR is complete or complete a Case Manager Fact Finding report if they disagree with the provider agency findings.

Q112: Should incidents involving waiver participants using participant-directed services be reported?

Date Added: 10/9/20

Yes, the incident report process applies to participants using PDS.

Q113: Are provider agencies required to keep a paper copy of incident reports on file?

Date Added: 10/9/20

No. Once an incident report is entered into MWMA it creates a record that is visible to your provider agency and to DMS, DAIL and/or DBHDID.

Q114: How should a provider agency report an incident involving a participant they do not serve? For example, what if the provider witnesses a day training employee yelling at a waiver participant the provider does not work with?

Date Added: 10/9/20

Provider agencies and case managers/support brokers/service advisors can only report incidents in MWMA involving participants for whom they have a PA. In this instance, the provider should submit a complaint to the appropriate operating agency (DMS, DAIL or DBHDID) and provide all information they have for further research.

Q115: If an incident report is missed, can it still be entered into the system at a later date?

Date Added: 10/9/20

Yes, the incident should still be reported. Please enter the date of discovery and the date of the

## Kentucky MWMA Updates – Fall 2020 FAQ

incident. In the notes section, include information about when you discovered the incident and the delay in reporting. DMS will evaluate incident notifications that do not adhere to the required timelines and will investigate why notifications were made late.

Q116: How should residential providers complete the Health Risk Screening Tool (HRST) for SCL participants if they do not have access to incident reports?

Date Added: 10/9/20

The shift to incident reporting in MWMA does not change this process. SCL residential providers should complete the HRST the same way they do today.

Q117: Can a Community Mental Health Center use MWMA to report incidents involving individuals who receive crisis or assessment services?

Date Added: 10/9/20

No, incident reports in MWMA should only be made by waiver case managers/support brokers/service advisors or providers agencies for individuals who receive waiver services.

### Incident Reporting Module Functionalities

Q118: Does entering a critical incident automatically notify DMS, DAIL, and/or DBHDID?

Date Added: 10/9/20

Yes, notifications regarding critical incidents will be sent to the MWMA users at the appropriate operating agency (DMS, DAIL, or DBHDID) responsible for reviewing critical incidents.

Q119: Does MWMA automatically notify the waiver participant's case manager/support broker/service advisor, participant's guardian, or other agencies such as DCBS when an incident report is entered?

Date Added: 10/9/20

No. MWMA does not notify outside agencies when an incident report is entered. It is up to the reporting provider agency to notify the appropriate parties within the timeframes outlined in the Incident Reporting Instructional Guide available at

<https://chfs.ky.gov/agencies/dms/dca/Documents/irinstructionalguide.pdf>.

Q120: How should APS/CPS notifications be done?

Date Added: 10/9/20

Incidents should be reported to APS or CPS the same way they are reported to those agencies today. Entering an incident in MWMA does not notify APS or CPS. When entering an incident in MWMA, users can add the APS/CPS intake number or the notification email sent to APS/CPS to indicate they were notified.



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Q121: How is the incident report identification number assigned?

Date Added: 10/9/20

MWMA automatically generates an incident report identification number when the incident report is created.

Q122: Once an incident report is complete, how is it sent the parties involved?

Date Added: 10/9/20

Copies of the incident report can be printed after it is submitted and sent to any parties who need a copy.

Q123: Will provider agencies need to send a copy of the incident report to the case manager/support broker/service advisor or can the case manager/support broker/service advisor view it in MWMA?

Date Added: 10/9/20

The reporting provider agency is required to notify the case manager/support broker/service advisor, same as they would today. The case manager/support broker/service advisor should be able to view the incident report entered into MWMA by the reporting provider agency.

Q124: Will MWMA automatically classify incidents as critical or non-critical?

Date Added: 10/9/20

Yes, MWMA is designed to classify the incident as critical or non-critical automatically. A detailed listing of which incidents are considered critical and non-critical is available in the Incident Reporting Instructional Guide at <https://chfs.ky.gov/agencies/dms/dca/Documents/irinstructionalguide.pdf>.

Q125: If a DSP initiates an incident report, can a DSP supervisor finish it?

Date Added: 10/9/20

Yes, one individual can start the report and another can complete and submit it.

Q126: If a DSP begins entering an incident report but does not submit it, does the DSP supervisor see it?

Date Added: 10/9/20

The DSP supervisor can see it by searching for it, but it doesn't show up on any task list. It will remain in the DSP task list as "in-progress".

## Kentucky MWMA Updates – Fall 2020 FAQ

Q127: Is there a way for DSP supervisors to review the initial incident report before it is submitted?

Date Added: 10/9/20

There is not an option to send the initial incident report to the DSP supervisor prior to submission, however the DSP supervisor can see before it is submitted it by searching for it. It will remain in the DSP task list as “in-progress”.

Q128: Can a DSP supervisor create an incident report if they are the one to witness or discover an incident?

Date Added: 10/9/20

Yes, individuals with a DSP supervisor role in MWMA can create the initial incident report. They are required to complete the RMIR.

Q129: Do the “required fields” populate based on the classification of the incident?

Date Added: 10/9/20

No, MWMA is not designed to make a field required based on what is entered into previous fields. The provider will need to put the correct information into the system manually.

Q130: Are the incident witness’s date of birth, gender, and address required fields?

Date Added: 10/9/20

No, date of birth, gender, and address for the witness do not have to be entered. The only required fields for witnesses are the first name, last name, contact information, and relationship.

Q131: How do MWMA users answer incident reporting questions if they do not apply?

Date Added: 10/9/20

Questions with red asterisks require an answer. If the question does not apply, please indicate that in the response field. If the question does not have a red asterisk, a response is not required and it can be left blank.

Q132: When entering an incident report, is the documentation upload section required?

Date Added: 10/9/20

While individuals entering an incident report in MWMA should upload any relevant documentation, this section is not required

## Kentucky MWMA Updates – Fall 2020 FAQ

Q133: Is the “address” on the incident report the address of the agency or the address of where the incident occurred?

Date Added: 10/9/20

It is the address of where the incident occurred.

Q134: What type of documents should be uploaded with an incident report?

Date Added: 10/9/20

Any document relevant to the incident, such as hospital admission records, coroner’s report, a list of current medications, medication administration record, or staff notes.

Q135: Will a DSP supervisor receive a task to complete the RMIR after an incident report is submitted?

Date Added: 10/9/20

Yes. MWMA will generate a task, which will appear in the DSP supervisor queue. DSP supervisors can find these tasks by selecting “Provider Supervisor” from the “Select Queue” dropdown menu. Any MWMA user at the provider agency with a DSP supervisor role will be able to see these tasks.

Q136: Are DSPs able to enter the RMIR?

Date Added: 10/9/20

No, only DSP supervisors can enter the RMIR. The org admin for each provider agency assigns DSP supervisor roles when adding employees to MWMA.

Q137: How should updates to an incident be added or mistakes corrected after an incident report is submitted?

Date Added: 10/9/20

DSP supervisors should review the initial incident report and correct mistakes or add updates when completing the RMIR.

Q138: Does altering pre-populated information in the RMIR alter the initial incident report?

Date Added: 10/9/20

No, as the data is stored separately. The exception is the classification of critical or non-critical, which is derived from the latest report submitted for the incident.

## Kentucky MWMA Updates – Fall 2020 FAQ

Q139: Will direct service provider agencies see the Case Manager Fact Finding Report?

Date Added: 10/9/20

No, provider agencies will not have access to incident reports, RMIRs, or the Case Manager Fact Finding reports submitted by the case manager/support broker/service advisor.

Q140: Can a case management supervisor review the Case Manager Fact Finding Report?

Date Added: 10/9/20

Yes, the case manager's supervisor would have access to any Case Manager Fact Finding reports entered by the agency's case manager/support broker/service advisor.

Q141: Can an incident report be created by an MWMA user who did not witness the incident?

Date Added: 10/9/20

Individuals who witness or discover an incident involving a 1915(c) HCBS waiver participant are required to report the incident to the appropriate operating agency. Any MWMA user can enter an incident into the system. It is up to each provider agency to determine whether to require individuals who witness or discover an incident to enter it into MWMA themselves or to develop a process where a designated individual at the agency enters reported incidents into MWMA.

Q142: Can a case manager/support broker/service advisor initiate an incident report for an individual they are not linked to? For example, if a case manager/support broker/service advisor was temporarily covering a fellow case manager/support broker/service advisor's load.

Date Added: 10/9/20

The case management agency and staff are associated at the provider level, meaning case manager/support broker/service advisors should be able to view information for all participants the agency is associated with.

Q143: Are case managers/support brokers/service advisors responsible to enter incident reports in MWMA from Residential Level II providers, such as FHPs or AFCs?

Date Added: 10/9/20

No. The residential provider who contracts with the FHP or AFC is responsible to enter the incident report.

Q144: If a third non-critical incident is reported for the same waiver participant in the same category in a 90-day period, will it automatically notify the provider to complete a critical incident report?

Date Added: 10/9/20

In this instance, MWMA will mark the third non-critical incident as critical upon submission.

## Kentucky MWMA Updates – Fall 2020 FAQ

Q145: Can incident reports be printed before they are submitted?

Date Added: 10/9/20

Incident reports submitted via MWMA generate a PDF that can be printed or saved electronically, however, they cannot be printed or saved until **after** they have been submitted.

Q146: Does MWMA generate reports for incidents, such as listing of all incidents reported during a specific time period?

Date Added: 10/9/20

No, provider agencies do not have the capability to generate reports using MWMA at this time, however, DMS is evaluating the possibility of adding this capability in the future. DMS does have the capability to generate reports for internal waiver monitoring and quality assurance purposes.

Q147: If a provider agencies share services, will incidents be viewable in MWMA by each provider agency's staff?

Date Added: 10/9/20

Yes, if both services are connected by the same provider number, the information will be viewable by all individuals who have access under that provider number.

Q148: Can a provider agency access or receive notifications about incident reports when the incident is reported by a different provider agency?

Date Added: 10/9/20

No, a provider agency cannot access or receive notifications about an incident it did not report. Provider agencies only have access to the incident reports it creates. Case managers/support brokers/service advisors have access to any incident reported involving a waiver participant they serve, regardless of which provider agency reported it.

Q149: Since they have access to kynect (previously known as Benefind), can waiver participants and/or their family members see incident reports and RMIRs entered in MWMA?

Date Added: 10/9/20

No, waiver participants and their families do not have access to incident reports or RMIRs.

Q150: Will incidents reported prior to the start of incident reporting in MWMA be uploaded to the system?

Date Added: 10/9/20

No, incidents reported before incident reporting transitioned to MWMA will not be available in the system.